

APPLICATION

Child Support Services

*This booklet provides information about
Child Support Services and
explains how to apply for services*



Children First!

Idaho Department of Health & Welfare



About Child Support Services

Child Support Services (CSS) has a staff of skilled and caring people, who believe that financial, medical, and emotional support from both parents help children to be healthy and happy.

We are dedicated to help improve the quality of life for children. Our efforts, combined with yours, support children toward a brighter tomorrow.



CSS can help you . . .

- Find a parent who does not live with his/her child
- Establish paternity (a legal father) for a child
- Establish an order for financial and medical support
- Collect child support payments
- Enroll a child on the other parent's health insurance policy
- Modify (change) your present child support order

You may apply for services if you are the parent or guardian of a minor child.



The \$25 application fee

A non-refundable fee of \$25 is charged to process your application and open your case.

If you would like us to collect support from more than one parent, please complete an application for each parent and include \$25 with each application.



About your privacy

CSS is required to provide information about all cases to a Federal Case Registry and to other agencies (such as other states' child support agencies.) Your address will not be provided to the other parent without your permission or a special



court order.

The best methods will be used

Every case is different. Your case will be carefully studied to determine which methods will be most effective. Depending on laws, policies, and your individual case, we may:

- Contact the other parent
- Withhold child support from the other parent's income, such as wages, unemployment benefits, and tax refunds
- Report the debt to credit bureaus
- Garnish bank accounts or other assets
- Suspend a driver's, hunting, fishing, or occupational license



All payments must be sent to CSS

Once your case is open, all child support payments must be sent to CSS. We will let the other parent know about this, too. If you receive a payment directly from the other parent, please send it to us immediately.



When CSS receives payments

When a payment is received, it is recorded and sent to you.

Some parents pay support for children in more than one household. If a payment does not cover all of the monthly obligations, it will be divided so that each household receives an amount equal to their percentage share of the total owed.

If you used to receive cash assistance from a state, collections received from intercepting the other parent's Federal tax refund will be used to repay the amount of assistance you received. Once that amount is paid, the rest will be sent to you.



You may choose how to receive payments

All child support payments are issued electronically. You may choose whether to have payments:

- Deposited directly into your checking or savings account, or
- Deposited into a special account you may access using an Idaho Quest® debit card. This card may be used at a store or an ATM that displays the Quest® symbol.



Child Support guidelines

Child support obligations are set based on Idaho Supreme Court guidelines. These guidelines consider the income of both parents and the number of children each parent supports.

If significant changes take place, either parent may write to CSS and request a review of their order. The review will indicate if the amount of monthly child support should change. If so, a court process is necessary to modify the order.



If your case needs court action

CSS will contact you if court action will be taken on your case. A CSS attorney will do the legal work and handle your case in court, but you may need to sign documents or testify in court. A judge will make the final decision in court.



The cost of legal action

You may be responsible to pay for legal services.

- If you are the custodial parent, we will keep 20% of each support payment until the legal costs are paid. The other parent may be ordered to pay these costs. If so, we will reimburse you once the fees are paid.
- If you are the non-custodial parent, you may be ordered to pay legal costs. If so, we will work with you to set up a payment arrangement.



Fees for legal services

- Establish a paternity order or a child support order:
 - if other parent defaults \$330
 - if other parent stipulates before trial \$360
 - if case goes to trial \$475
- Modify (change) an existing order \$360
- File a complaint (and then the alleged father is excluded by genetic testing) \$240
- File an order of contempt for non-payment of child support \$210
- Establish a temporary support order (i.e., if parents are still married) \$210
- Interventions (when CSS is not a party, but becomes involved):
 - with a hearing \$180
 - without a hearing \$ 90
- Hourly rate for legal services not listed above \$ 90



Costs for special services

If you or the other parent live in another state, CSS may work with that state's child support agency to provide the best services possible. If the other state charges fees for their services, the amount of the fee will be taken from the collections before the money is sent to you.

If we receive money from a state or federal offset (such as from the other parent's tax refund), \$25 of the offset will be used to pay the fee for the offset.

If you pay with a personal check, and your bank does not honor the check, a \$20 fee will be charged.



Let us know if something changes

We may need additional information from you. Please answer our letters and phone calls as soon as possible. If you move or change your home or work telephone number, let us know.

Please let us know about matters that may affect your child support case.



If you or the other parent hire an attorney

You may hire an attorney to do legal work or take action in court. If you do, please contact CSS before taking any action and give us copies of any documents that may affect your child support.

The other parent also may hire an attorney. Let us know if you receive letters or documents from the other parent or an attorney about matters involving child support.

Issues regarding custody or visitation must be handled by a private attorney. Child Support Services cannot become involved in those matters.



Closing your case

CSS may close your case if you:

- Intentionally withhold important and/or legal information
- Accept child support payments directly from the other parent, or
- Move and do not leave a forwarding address or phone number

At any time, you may ask CSS to close your case. Even if your case closes, you and the other parent still will be responsible to pay any amount owed to the State for legal fees, reimbursement of cash assistance, etc.

Customer Service

When you call customer service, you will be connected with an automated voice system. This system can provide information about CSS services, methods, and policies. It also can provide you with specific information about your case, such as if you have received payment.

During regular working hours, you may ask to speak with a customer service representative by pressing "0" at any time during the recording.

You may contact customer service at 1-800-356-9868. Or, if you are calling from the Boise area, call (208) 334-2479.

Child Support Customer Service

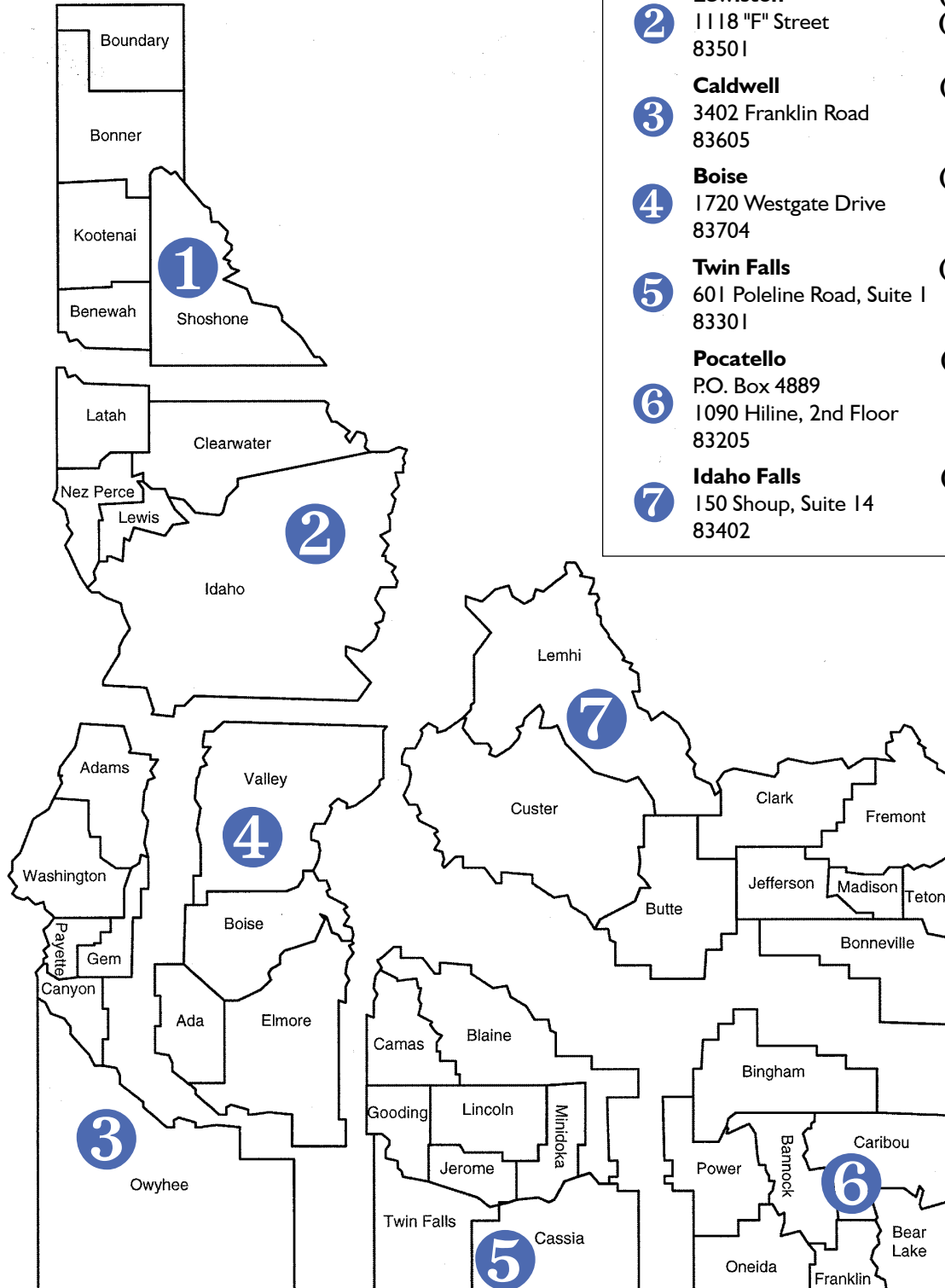
Toll-free

1-800-356-9868

In Boise

334-2479

Regional Service Centers



- | | | |
|----------|--|-----------------------|
| 1 | Coeur d'Alene | (208) 769-1413 |
| | 1120 Ironwood Drive
Suite A, 83814 | |
| 2 | Lewiston | (208) 799-4465 |
| | 1118 "F" Street
83501 | (800) 356-5689 |
| 3 | Caldwell | (208) 454-0421 |
| | 3402 Franklin Road
83605 | |
| 4 | Boise | (208) 334-0750 |
| | 1720 Westgate Drive
83704 | |
| 5 | Twin Falls | (208) 736-2170 |
| | 601 Poleline Road, Suite I
83301 | |
| 6 | Pocatello | (208) 235-2860 |
| | P.O. Box 4889
1090 Hiline, 2nd Floor
83205 | |
| 7 | Idaho Falls | (208) 528-5870 |
| | 150 Shoup, Suite 14
83402 | |

How to Apply for Child Support Services

1. Complete the application

If the information on your application is accurate and complete, work on your case will begin quickly.

2. Include these documents with your application

- If child support has been ordered, please include a certified copy of the original child support order. If the order has been modified (changed), include certified copies of the modified orders, too.
- If any child support was paid through the Clerk of the Court or through another state agency, please include a certified copy of the child support pay record.
- If you ask us to establish paternity for a child, please include a copy of the child's birth certificate and, if both parents signed one, an acknowledgment of paternity form.

You can get a copy of the birth certificate or acknowledgment from the Vital Statistics agency in the state where the child was born. The agency may charge for the copies. If the child was born in Idaho, we can obtain a copy of these documents.

3. Choose how you would like to receive payments

If you would like to have payments deposited into your checking or savings account, please mark #36 on the application and attach a voided check or deposit slip.

If you do not provide a voided check or deposit slip, we will assume you want to access payments using a Quest® debit card. A card and a personal identification number (PIN) will be sent to you in separate mailings within a week or two.

4. Mail or bring your application, with the \$25 fee and any additional documents, to your local child support office.

Children First!

APPLICATION FOR CHILD SUPPORT SERVICES

OFFICE USE ONLY			
Date Requested			
Date Provided			
Fee Paid	Date Received		
Receipt #	Case #		

INFORMATION ABOUT THE CUSTODIAL PARENT (the parent or guardian who lives with the child)

- Name _____
First _____ Middle _____ Last _____
- Social Security Number ____/____/____ Sex ☐Female ☐Male
- Date and place of birth ____/____/____
Month Day Year Place of Birth _____
- Home Address _____
Street _____ City _____ State _____ ZIP _____
- Mailing Address (if different) _____
Street (or P.O. box) _____ City _____ State _____ ZIP _____
- Home Phone () _____ Work Phone () _____
- Have you ever received cash assistance, such as AFDC or TAFI? ☐Yes ☐No
If yes, when and in which state? _____
- Have you ever received Medicaid? ☐Yes ☐No If yes, when and in which state? _____
- Does an attorney represent you on any matter related to the non-custodial parent? ☐Yes ☐No
If yes, please list the attorney's name, address, and telephone number: _____
- Name _____ Street _____ City _____ State _____ ZIP _____ Phone Number _____
- What is your relationship to the child? ☐Parent ☐Stepparent ☐Grandparent ☐Sibling ☐Other _____
- Please list the name of a close friend or relative who always will be able to get in touch with you if we are unable to : _____
Name _____ Street _____ City _____ State _____ ZIP _____ Phone Number _____

INFORMATION ABOUT THE NON-CUSTODIAL PARENT (the parent who does not live with the child)

- Name _____
First _____ Middle _____ Last _____
- Social Security Number ____/____/____ Sex ☐Female ☐Male
- Date and place of birth ____/____/____
Month Day Year Place of Birth _____
- Home Address _____
Street _____ City _____ State _____ ZIP _____
- Mailing Address (if different) _____
Street (or P.O. box) _____ City _____ State _____ ZIP _____
Is this address current? ☐Yes ☐No If no, or don't know, address above was current as of ____/____/____
Month Day Year
- Home Phone () _____ Work Phone () _____
- Physical description: Eye Color _____ Hair Color _____ Height _____ Weight _____
Race: ☐Alaskan Eskimo ☐Black ☐White ☐American Indian ☐Hispanic ☐Asian ☐Other _____
Other marks (tattoos, scars, etc.) _____
- Who are this person's parents (even if deceased)?
Father's Name _____ Mother's Maiden Name _____
- Has this person ever been in the military? ☐Yes ☐No If yes, which branch? _____
Current status _____ Base _____
- Name _____ City _____ State _____ ZIP _____
- Has this person ever been in jail or prison? ☐Yes ☐No If yes, where? _____ When? _____
- Is this parent working? ☐Yes ☐No
- Where does the non-custodial parent work? If you don't know, list the last known employer:
Company Name _____
Address _____
Street _____ City _____ State _____ ZIP _____
Phone () _____ If employment is not current, when did he/she last work there? ____/____/____
Month Day Year
- Does this person receive or qualify for ☐SSI ☐SSA/SSD ☐VA benefits ☐Workman's Compensation ☐Other _____
- Other information that may help CSS collect child support, such as other names used, additional employers, or assets this person may have (bank accounts, automobiles, real property, etc.) _____

INFORMATION ABOUT YOUR CHILDREN

26. List the following information for each child included in this case. If there is not enough room, list additional children on a separate page.

Name (First, Middle, Last)	Sex	Date of Birth / /	Social Security Number / /	Place of Birth (County and State)
		/ /	/ /	
		/ /	/ /	
		/ /	/ /	
		/ /	/ /	
		/ /	/ /	

27. Has paternity been established for each child? ☐ Yes ☐ No If not, list children for whom paternity has not been established.

28. If you are pregnant, when is your baby due? ____/____/____ Who is the father? _____
Month Day Year

MEDICAL INSURANCE INFORMATION

29. Who is providing medical insurance coverage for the children in this case? _____

Insurance Company Name	Policy #	Subscriber #
Street Address or P.O. Box	City	State Zip

YOUR LEGAL STATUS WITH THE OTHER PARENT

30. What is your current relationship to the other parent?
☐ Married (Date) _____ ☐ Divorced (Date) _____ ☐ Separated ☐ Other _____

31. Is there a divorce decree/support order for any of the children? ☐ Yes ☐ No If no, skip to question 35.

32. Which county and state set the order? _____
County State

33. What is the court order number? (attach a copy) _____ Date of your most recent court order ____/____/____
Month Day Year

34. Amount of monthly current support ordered \$ _____ Have any payments been missed? ☐ Yes ☐ No
If yes, how much past-due support is owed? \$ _____ When was the last payment made? ____/____/____
Month Day Year

REQUESTED SERVICES

35. Please check the service you would like to receive:

- ☐ All services. This may include establishing paternity, establishing or modifying a support order for financial and medical support, and/or enforcing the support order.
- ☐ All services except medical support. Medical support means the non-custodial parent will provide health insurance, if available at a reasonable cost.
- ☐ Only services to establish paternity (legal fatherhood.) This will not provide you with child support or medical support services.
- ☐ Only services to locate the non-custodial parent. This service will provide you with an address of the non-custodial parent only. It will not provide you with child support or medical support.. The application fee for locate-only services is \$10.

36. Please mark this box if you would like to receive payments by direct deposit.

- ☐ I would like to have payments deposited directly into my checking or savings account. I have attached a voided check. I authorize the State, or the State's contractor, to deposit my payments directly into my account, and if necessary, to reverse any incorrect deposits.

Idaho Child Support Services is authorized to endorse and negotiate payments related to child support and spousal support, including checks, money orders, bank drafts, and electronic payments, on my behalf and on behalf of the children in my case. I authorize Idaho Child Support Services to take legal and enforcement actions related to my case.

Applicant's Signature	Date	CSS854 4/00
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